

Dreadnought Building – Lower Deck Venue

Security Briefing

Pre-Shift Briefing-

- Head Doorman will fully brief the team before commencing operations.
- They will instruct all SIA on positions/patrols and any other relevant information pertaining to the event.
- Head Doorman will liaise with the venue's Duty Manager prior to commencing briefing to ensure all details have been passed on and understood.
- Duty Manager will instruct Head Doorman of any special instructions.
- All door staff must fill in time sheet at the beginning and end of their shift.
- They must sign out radios and return them switched off and on the chargers at the end of the night.
- All door staff must always abide by the policies detailed in this document when on shift within any Greenwich Students' Union spaces.

Operation Procedures-

- All documentation is confidential to security staff and venue management, unless otherwise required by law or Greenwich Students' Union policy.
- A bag search sign must be displayed clearly on all nights when bag searches will be in operations. If this sign is missing, please inform Duty Manager.
- All patrons can request to be searched by particular member of security if preferred; signage for this must be displayed also.
- A full venue check should be carried out by security team at the beginning of the shift. Emphasis on drug use or supply.
- Any knowledge or information relating to drug use and/or supply must be documented and reported to Duty Management at the earliest opportunity.

Door Entry-

- You and your belongings may be searched by SIA security upon entrance to the venue during an event night. This is for the protection of our Staff, our Venue and our Licence. This is a systematic approach as required by our licence.
- All persons may be searched. This includes any DJs, performers and other hired entertainment.
- Upon entry, you will be asked for your student ID and a valid photo ID as proof of age (passport or driving licence). Failure to produce said prerequisite ID may result in non-admission.
- The appropriate admission fee must be paid for any/all events.
- Patrons must adhere to instruction given by Greenwich Students' Union Staff without exception.
- Admission will be refused 60 minutes prior to cessation of an event. Lower Deck Duty Manager reserves the right to change this to earlier if they deem appropriate.

- Patrons must abide by all Greenwich Students' Union Policies as laid out at <https://www.greenwichsu.co.uk/aboutus/constitution/>

Service-

- Bar staff operate the Think 25 Campaign – please be prepared to show relevant ID upon purchasing an alcoholic beverage. In the event that you cannot provide proper ID stating your age you will be refused service of purchasing of alcoholic beverages. Please do not be offended, staff are simply carrying out their jobs in relation to the GSU licence agreement and UK legislation.
- Maximum capacity of Lower Deck is 500 persons including staff and performers. Door staff must ensure they are checking the capacity on a regular basis and not allowing the venue to become over capacity. Use clickers provided by venue.
- Judgement must be used by Door staff in cases where safety capacity may not have been reached but comfort is significantly compromised.

Accessibility-

- There are two lifts in operation to facilitate step free access to Lower Deck. One allows access via the external entrance and there is another that allows access from the internal entrance (internal entrance only available until 22:00). In the event of an emergency, please make your way to the refuge point near the internal staircase where the staff will meet you and facilitate your emergency escape.
- There are accessible toilet facilities on the bar/venue level.
- Regular bar operations are Monday to Friday 12:00 until 23:00. Event nights will see the venue opening later as per our licensable conditions.

CCTV-

- CCTV is in operation throughout all areas in the Dreadnought Building including Lower Deck. The CCTV system is managed by the University of Greenwich and access is granted to authorised members of Greenwich Students' Union staff. CCTV is implemented for the purposes of the Prevention of Crime and Disorder.
- For further information on our CCTV Policy, please contact Greenwich Students' Union Welcome Desk on 0208 331 7629.

Zero Tolerance-

- Admission will be refused to Students, Staff and Patrons who appear or act in a manner that gives rise to reasonable suspicion that they may be under the influence of alcohol or controlled substances.
- Greenwich Students' Union operate a no drugs policy. Any breach of this policy will be subject to full disciplinary action as stated in Greenwich Students Union available at <https://www.greenwichsu.co.uk/pageassets/aboutus/constitution/GSU-Members-Disciplinary-Procedure-FINAL.pdf>

- Greenwich Students' Union does not tolerate the use or supply of any illegal drugs on any of its premises.
- As far as possible, PPE (i.e. gloves) must be worn when handling suspected drugs, weapons or other evidence.
- All seizures of any quantity of suspected drugs are to be recorded with an incident report, and the suspected drugs are to be bagged, labelled and secured in the bar safe which is in the Lower Deck cellar. Where instructed these will be destroyed at the end of the night after a review.
- All seized drugs, weapons or other evidence is to be kept about the security supervisor's person until Duty Manager has been contacted and it is moved to a secure location.
- Those suspected of having committed a criminal offence are to be secured in accordance with standard Bridgegate procedures.
- Potential crime scenes are to be secured in accordance with standard Bridgegate procedures.
- Any complaints of sexual harassment must be dealt with promptly and professionally. An incident report must be filled out. Please familiarise yourselves with the Ask Angela campaign - speak to Greenwich students' Union Duty Manager for more information.
- All ejections must be reported to the Duty Manager and an incident report must be filed in the Incident report Book.
- If there is an altercation between two parties, avoid ejecting them at the same time to prevent escalation.
- Always ask for ID when an incident has occurred. This ensures accurate reporting of information in cases of disciplinary action.
- The final decision in regards the ejection and barring for the evening rests with Door Supervisor, in consultation with Duty management and Head Doorman.
- Barring of individuals on a longer-term basis is up to the Disciplinary Panel created by Greenwich Students' Union.

Prevention of Crime and Disorder-

- Anti-social behaviour will result in ejection and possibly disciplinary action (see policy above).
- Any vandalism to any Greenwich Students' Union property will not be tolerated. Costs may be sought to cover damages.
- Fighting is an automatic disciplinary offence for Students, Staff and Patrons of Greenwich Students' Union spaces. University staff found in contravention will be reported to their relevant department. Students, staff and guests will be ejected and where appropriate the police will be called.
- Lower Deck is a licenced premise; any alcohol found on a person not purchased in the venue will be taken and disposed of.
- Glasses and/or bottles must NOT be taken out of the venue.
- Patrons should leave safely, promptly and quietly through the assigned exit when the night is over.

General Housekeeping-

- Please always remain polite and professional in all situations.
- Please assist any person(s) with a disability as best you can, particularly in the case of a fire evacuation, without drawing attention to any disability they may have.
- Please report any significant spillages and broken glass to a staff member. Wet floor signs should be put in place (ask staff member for the signs).
- All lost property is to be handed to Duty Manager and log filled in by Duty Manager.
- Customers are not allowed to go behind the bar without prior consent or accompaniment by Duty Manager.
- Customers are not allowed to stand on the furniture.
- Customers are not allowed to bring in sharp objects. Bar staff can cut birthday cakes for them if necessary. No candles are to be lit in the building as they may trigger fire alarms.
- Customers are not allowed to bring any alcohol into the building. Please familiarise yourself with the products offered in our bar.
- Customers are not allowed to take any alcohol out the venue (except the garden area when advised by Duty manager) as this would be in breach of license conditions.
- Please ensure noise levels outside the premises are kept to a reasonable level.
- Please ensure correct exit is used and customers are asked to disperse quickly and quietly once the venue is closed.

Evacuations-

- Familiarise yourself with all fire escape routes and disabled refuges within the building, and evacuation assembly points outside the building.
- If the alarm goes off the building must be evacuated, regardless of the cause.
- Customers should not take their drinks with them outside, as this would be in breach of our premises licence, but an efficient and swift evacuation takes priority over this policy where necessary.
- Direct customers to the nearest exit (not necessarily the usual way in/out).
- Check the toilets for patrons in the event of an evacuation.
- Evacuate yourself. If other people refuse to leave it is your legal obligation to leave anyway. Inform the relevant persons of the identity and location of anybody you know is still in the building. This includes disabled individuals at refuge points.
- You must prevent re-entry until the relevant persons have given the all-clear. Only re-enter when instructed to do so.
- Allow venue staff to enter first and the Duty Manager allows patrons to re-enter.

Duty of Care-

- Please keep an eye out for any customers who may be intoxicated or unwell, whether they are suffering from adverse consequences of drink or drug use or are unwell for any other reason.

- No vulnerable student goes home alone as we have a duty of care to students. In the first instance please try and locate the students' friends so they can help. If they are alone, please report this to the Duty Manager who will help find them transport home.
- Always try to keep a second member of staff with you when dealing with vulnerable students and where possible ensure that you take them to a well-lit area under CCTV.

- Door Staff Name: _____

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- SIA License Number: _____

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- Date of Agreement: _____

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- Signed Door Staff: _____

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- Duty Manager Name: _____

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- Signed GSU Duty Manager: _____